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1        7.    The method of claim 1 including creating the  
2    personal agent software on a device and uploading said  
3    software to the network.

1        8.    The method of claim 1 including transferring  
2    software over a computer network and uploading said  
3    software to said telephone network.

1        9.    An article comprising a medium storing  
2    instructions that enable a processor-based system to:  
3               store the personal agent software on a subscriber  
4    unit which communicates with the telephone network; and  
5               upload said software for execution by a telephone  
6    network.

1        10.   The article of claim 9 further storing  
2    instructions that enable a processor-based system to  
3    receive personal agent software from a device other than a  
4    telephone coupled to the telephone network.

1        11.   The article of claim 9 further storing  
2    instructions that enable the processor-based system to  
3    upload personal agent software over the network.

1        12.   The article of claim 9 further storing  
2    instructions that enable the processor-based system to



1        18. The method of claim 17 wherein if personal agent  
2 software for the event is not available, processing the  
3 event using network event processing.

1        19. The method of claim 16 including detecting the  
2 occurrence of an event, and upon the detection of the  
3 occurrence of an event, selecting an appropriate agent to  
4 run.

1        20. The method of claim 19 including making available  
2 service primitives to implement network call functions to  
3 personal agent software that provides personalized services  
4 to subscribers to said telephone network.

1        21. An article comprising a medium storing  
2 instructions that enable a processor-based system to:  
3                receive personal agent software from a  
4 subscriber; and  
5                execute said software to provide services to said  
6 subscriber.

1        22. The article of claim 21 further storing  
2 instructions that enable the processor-based system to  
3 detect the occurrence of a network event and upon detection



5 subscriber and execute said software to provide services to  
6 said subscriber for a telephone network.

1 27. The system of claim 26 wherein said system is  
2 coupled to the telephone network to receive said personal  
3 agent software.

1 28. The system of claim 26 wherein said system  
2 receives said personal agent software over the Internet.

1 29. The system of claim 28 wherein said storage  
2 stores a plurality of primitives to implement standard call  
3 functions and said system makes those primitives available  
4 to the personal agent software.

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